

# In Home Supportive Services

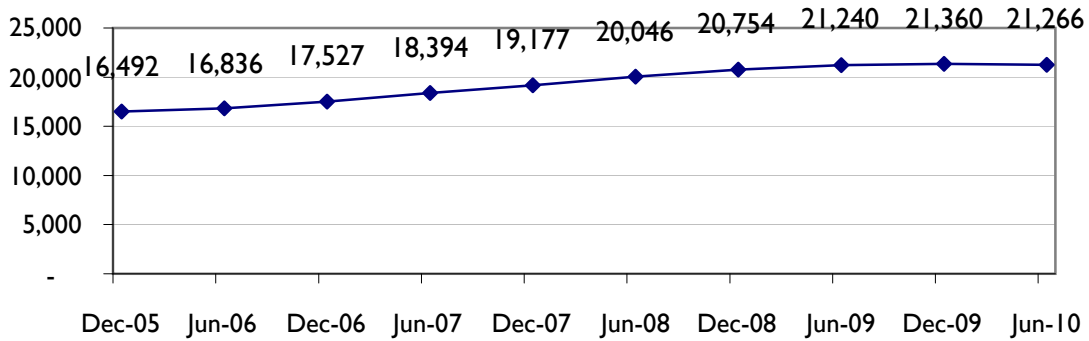
## Six-Month Update

*January - June 2010*

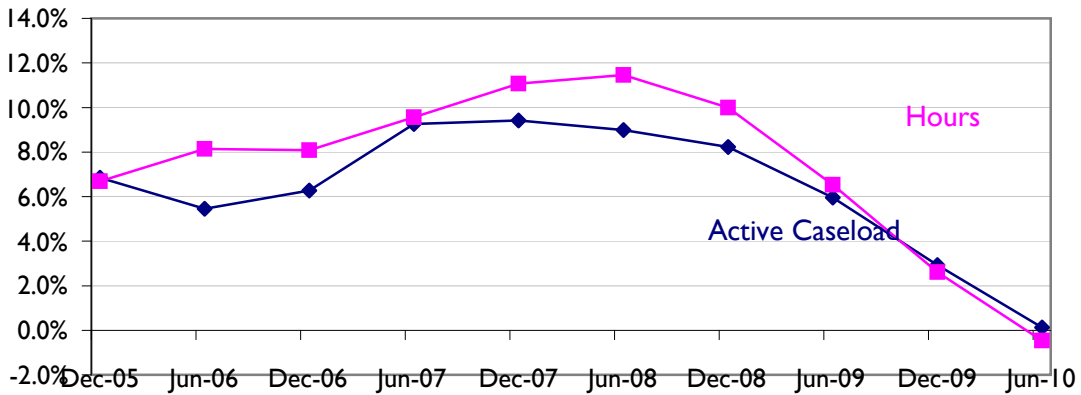
*Produced by the San Francisco Human Services Agency Planning Unit*

# In Home Supportive Services Six-Month Update

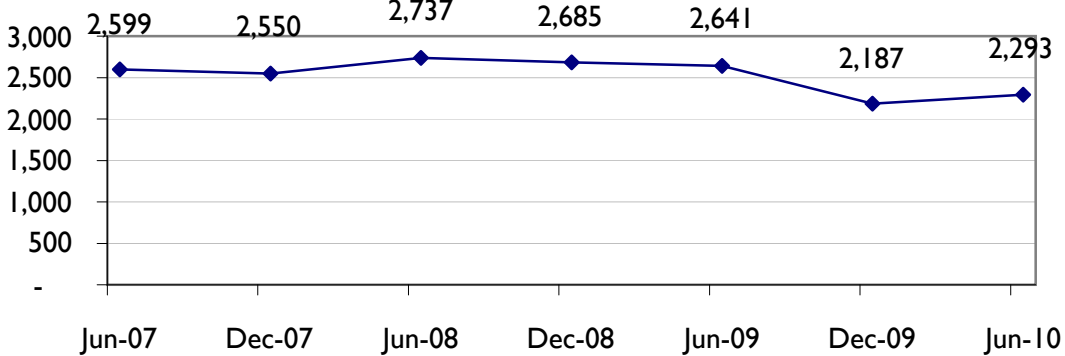
## Active Caseload Growth Static in Last Six Months



## Active Caseload & Hours No Longer Growing Over Prior Year

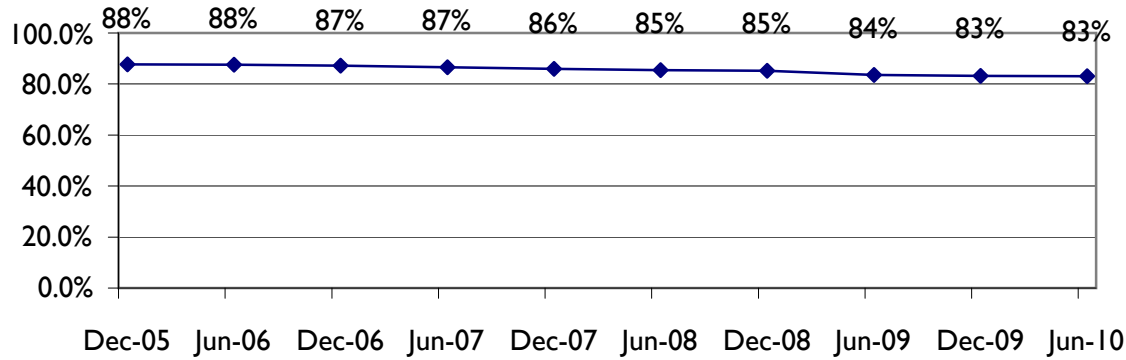


## Total New Applications in Prior Six Months Increasing Again

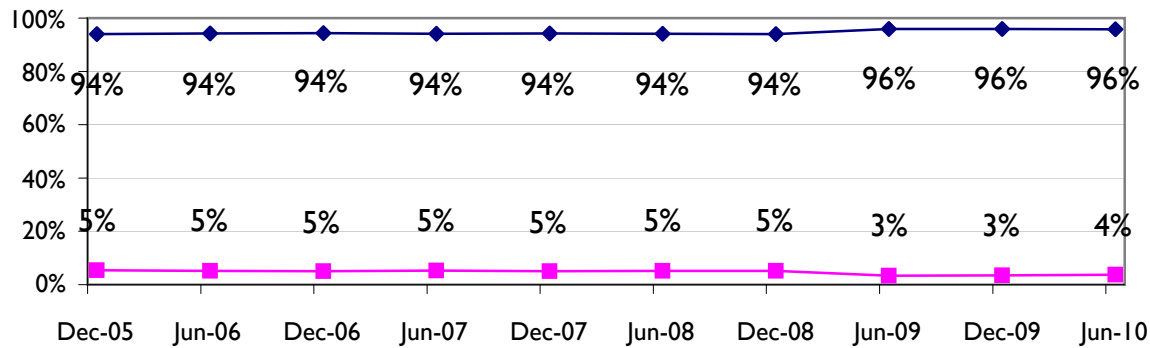


# In Home Supportive Services Six-Month Update

## Percent of Active Caseload on SSI Holding Steady at 83%



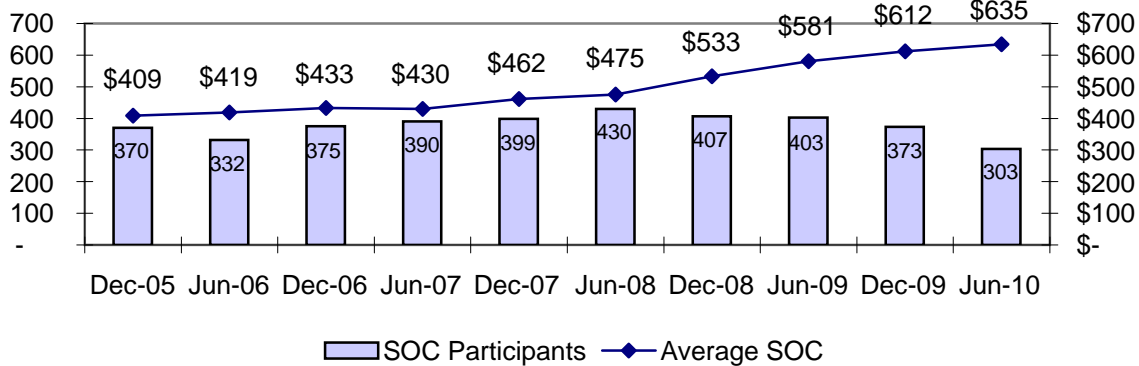
## IP Mode and Contract Mode Steady at 96% and 4%



Mixed mode percentage not shown because percentage is so small.

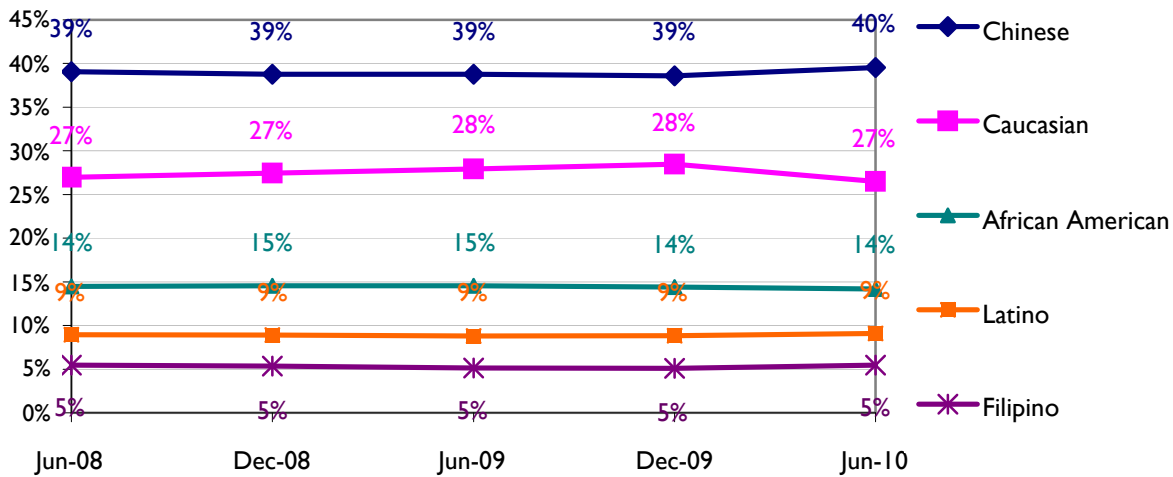
◆ Independent Provider    ■ Contract

## Number of Share of Cost Participants Dropping, but Average Share of Cost Rising

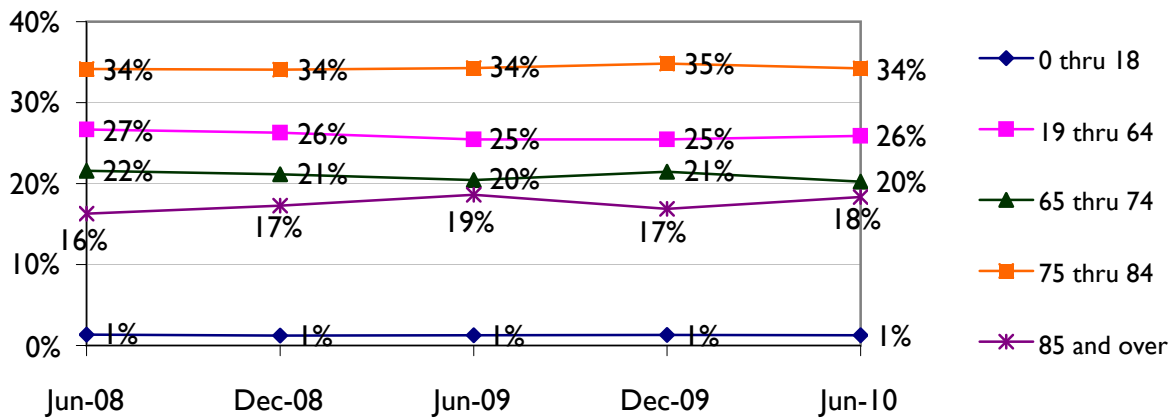


# In Home Supportive Services Six-Month Update

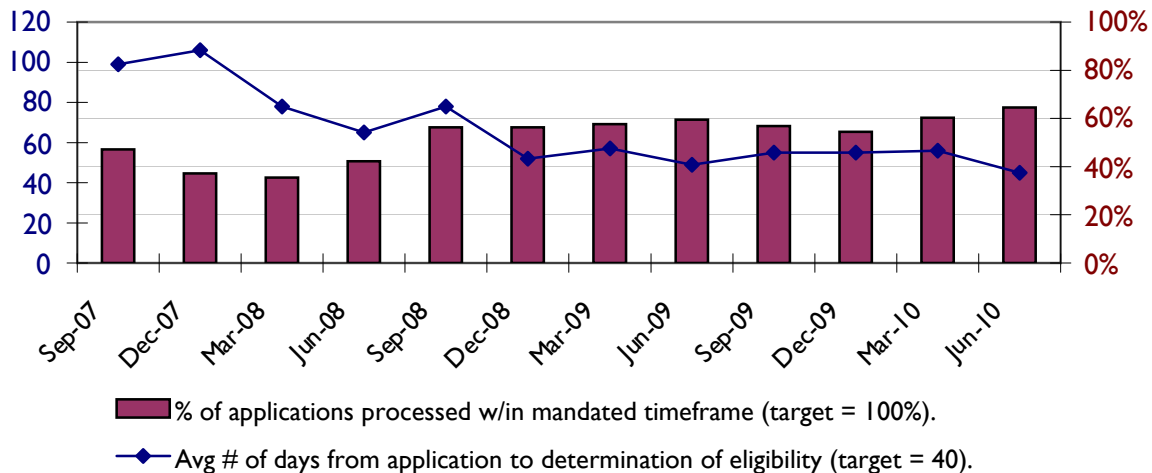
## Active Caseload Major Ethnicity Groups Remain Mostly Stable



## Age Distribution Remains Stable: Slight Increase in 85+

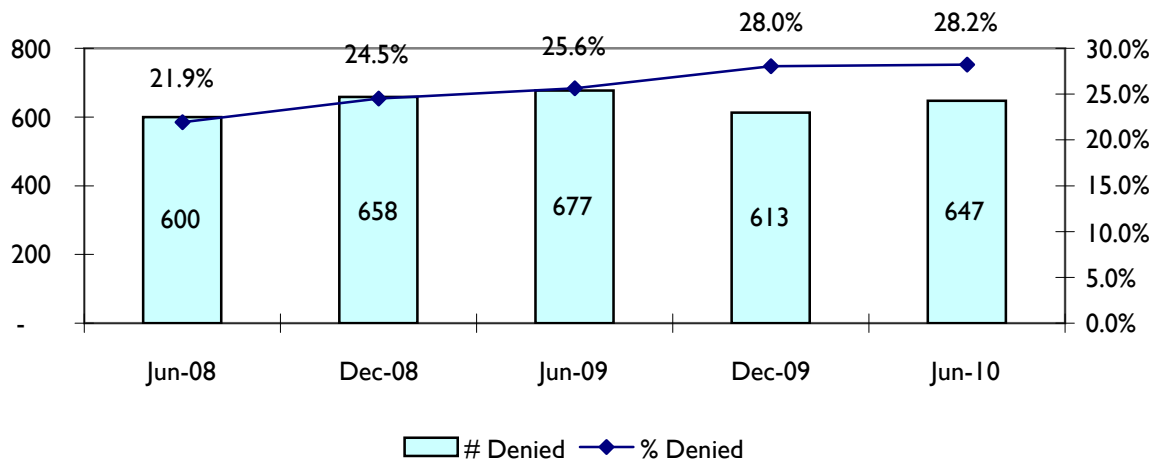


## Application processing performance measures continue to improve over prior years

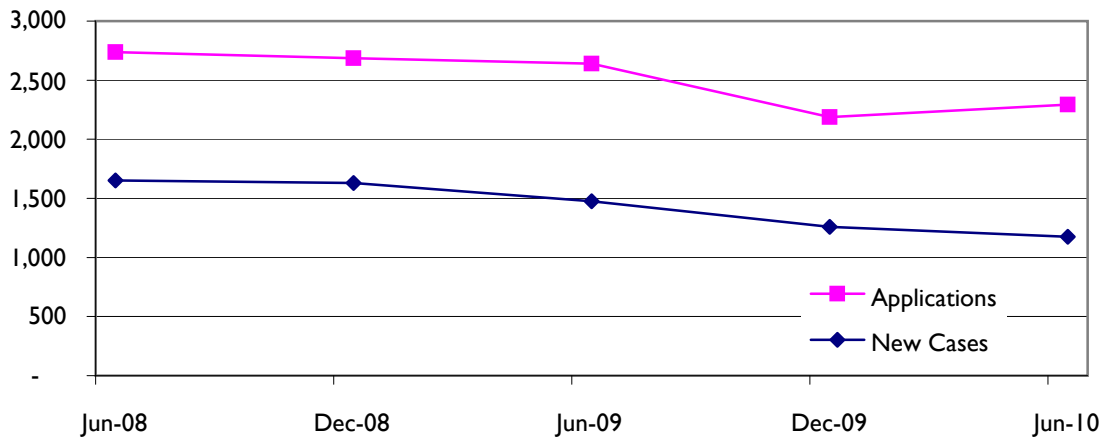


# In Home Supportive Services Six-Month Update

## Percentage of Applicants Denied is Increasing



## Applications and new cases continue to decrease



## In Home Supportive Services Six-Month Update

Active Caseload*	Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%
<b>Active Cases</b>	21,266		21,360		21,240		20,754	
Change from Previous 6 Months	-94	-0.4%	120	0.6%	486	2.3%	708	3.5%
Change from Previous Year	26	0.1%	606	2.9%	1,194	6.0%	1,577	8.2%
Change from 2 Years	1,220	6.1%	2,183	11.4%	2,846	15.5%	3,227	18.4%
Change from 3 Years	2,872	15.6%	3,833	21.9%	4,404	26.2%	4,262	25.8%
<b>Gender</b>								
Male	8,000	37.6%	8,021	37.6%	7,952	37.4%	7,768	37.4%
Female	13,266	62.4%	13,339	62.4%	13,288	62.6%	12,986	62.6%
<b>Delivery Mode</b>								
Independent Provider	20,364	95.8%	20,499	96.0%	20,367	95.9%	19,504	94.0%
Contract	785	3.7%	736	3.4%	724	3.4%	1,075	5.2%
Mixed	117	0.6%	125	0.6%	149	0.7%	175	0.8%
<b>Age (in years)</b>								
0 thru 18	271	1.3%	286	1.3%	264	1.2%	264	1.3%
19 thru 64	5,507	25.9%	5,700	26.7%	5,583	26.3%	5,280	25.4%
65 thru 74	4,304	20.2%	4,607	21.6%	4,491	21.1%	4,238	20.4%
75 thru 84	7,280	34.2%	7,291	34.1%	7,236	34.1%	7,112	34.3%
85 and over	3,904	18.4%	3,476	16.3%	3,666	17.3%	3,860	18.6%
Average	72		72		72		72	
Median	76		76		76		77	
<b>Lives Alone</b>	8,578	40.3%	8,670	40.6%	8,631	40.6%	8,402	40.5%
<b>SSI Status</b>								
SSI	17,658	83.0%	17,782	83.2%	17,740	83.5%	17,678	85.2%
Non-SSI	3,608	17.0%	3,578	16.8%	3,500	16.5%	3,076	14.8%
<b>Share of Cost</b>								
Number of Individuals	303	1.4%	373	1.7%	403	1.9%	407	2.0%
Mean Share of Cost/Individual	\$ 634.52		\$ 611.84		\$ 580.87		\$ 533.05	
Median Share of Cost/Individual	\$ 550.40		\$ 546.00		\$ 521.00		\$ 479.00	

\*Active Caseload is based on a snapshot of the IHSS caseload at the end of the final month of the six-month period.

## In Home Supportive Services Six-Month Update

Active Caseload	Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%
<b>Ethnicity</b>								
Chinese	8,408	39.5%	8,344	39.1%	8,237	38.8%	8,043	38.8%
Caucasian	5,636	26.5%	5,764	27.0%	5,831	27.5%	5,792	27.9%
African American	3,015	14.2%	3,091	14.5%	3,088	14.5%	3,021	14.6%
Latino	1,934	9.1%	1,908	8.9%	1,888	8.9%	1,827	8.8%
Filipino	1,162	5.5%	1,169	5.5%	1,140	5.4%	1,061	5.1%
Vietnamese	384	1.8%	375	1.8%	371	1.7%	342	1.6%
Korean	225	1.1%	219	1.0%	217	1.0%	212	1.0%
Cambodian	45	0.2%	46	0.2%	44	0.2%	40	0.2%
Other/Unknown	457	2.1%	444	2.1%	424	2.0%	416	2.0%
<b>Primary Language</b>								
English	6,289	29.6%	6,408	30.0%	6,426	30.3%	6,288	30.3%
Cantonese	7,175	33.7%	7,077	33.1%	6,983	32.9%	6,818	32.9%
Russian	3,456	16.3%	3,518	16.5%	3,559	16.8%	3,573	17.2%
Spanish	1,506	7.1%	1,491	7.0%	1,461	6.9%	1,410	6.8%
Mandarin	699	3.3%	712	3.3%	687	3.2%	656	3.2%
Tagalog	862	4.1%	856	4.0%	824	3.9%	742	3.6%
Vietnamese	353	1.7%	346	1.6%	349	1.6%	320	1.5%
All Other	926	4.4%	952	4.5%	951	4.5%	947	4.6%
<b>Zip Code/Neighborhood</b>								
94102 Hayes Valley/Tenderloin/N. of Market	1,965	9.2%	1,988	9.3%	1,949	9.2%	1,926	9.3%
94103 South of Market	1,744	8.2%	1,739	8.1%	1,707	8.0%	1,678	8.1%
94107 Potrero Hill	739	3.5%	749	3.5%	744	3.5%	729	3.5%
94108 Chinatown	872	4.1%	870	4.1%	889	4.2%	869	4.2%
94109 Polk/Russian Hill	1,678	7.9%	1,708	8.0%	1,716	8.1%	1,658	8.0%
94110 Inner Mission/Bernal Heights	1,349	6.3%	1,347	6.3%	1,325	6.2%	1,277	6.2%
94112 Ingleside/Excelsior/Outer Mission	1,656	7.8%	1,651	7.7%	1,623	7.6%	1,540	7.4%
94115 Western Addition/Japantown	1,602	7.5%	1,615	7.6%	1,637	7.7%	1,650	8.0%
94116 Parkside	811	3.8%	831	3.9%	829	3.9%	791	3.8%
94118 Inner Richmond	654	3.1%	662	3.1%	669	3.1%	657	3.2%
94121 Outer Richmond	1,117	5.3%	1,109	5.2%	1,110	5.2%	1,104	5.3%
94122 Sunset	998	4.7%	1,015	4.8%	1,011	4.8%	993	4.8%
94124 Bayview/Hunters Point	1,287	6.1%	1,287	6.0%	1,258	5.9%	1,208	5.8%
94132 Lake Merced/Stonestown	529	2.5%	524	2.5%	536	2.5%	510	2.5%
94133 North Beach/Chinatown	1,553	7.3%	1,569	7.3%	1,561	7.3%	1,565	7.5%
94134 Visitacion Valley/Sunnydale	1,239	5.8%	1,208	5.7%	1,188	5.6%	1,154	5.6%
Others	1,473	6.9%	1,488	7.0%	1,488	7.0%	1,445	7.0%

## In Home Supportive Services Six-Month Update

New Applications**	Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%
<b>Total New Applications</b>	2,293		2,187		2,641		2,685	
Change from previous six months	106	4.8%	-454	-17.2%	-44	-1.6%	-52	-1.9%
Change from previous year	-348	-13.2%	-498	-18.5%	-96	-3.5%	135	5.3%
<b>Application Status</b>								
Record	486	21.2%	425	19.4%	620	23.5%	557	20.7%
Eligible	1,065	46.4%	1,067	48.8%	1,271	48.1%	1,376	51.2%
Interim	1	0.0%	-	0.0%	-	0.0%	1	0.0%
Leave	13	0.6%	8	0.4%	8	0.3%	18	0.7%
Terminated	81	3.5%	74	3.4%	65	2.5%	75	2.8%
Denied ( <i>reasons below</i> ):	647	28.2%	613	28.0%	677	25.6%	658	24.5%
<i>Recipient Request</i>	319	49.3%	263	42.9%	282	41.7%	303	46.0%
<i>Residence</i>	62	9.6%	78	12.7%	111	16.4%	100	15.2%
<i>Income, Resources/Other Eligibility Factors</i>	227	35.1%	245	40.0%	225	33.2%	200	30.4%
<i>SSI/SSP Personal &amp; Real Property (excess)</i>	13	2.0%	8	1.3%	21	3.1%	22	3.3%
<i>Other Reason</i>	26	4.0%	19	3.1%	38	5.6%	33	5.0%
<b>SSI Status**</b>								
SSI	1,285	56.0%	1,248	57.1%	1,542	58.4%	1,566	58.3%
Non-SSI	1,008	44.0%	939	42.9%	1,099	41.6%	1,119	41.7%
<b>Zip Code/Neighborhood</b>								
94102 Hayes Valley/Tenderloin/N. of Market	272	11.9%	254	11.6%	337	12.8%	312	11.6%
94103 South of Market	201	8.8%	201	9.2%	210	8.0%	262	9.8%
94107 Potrero Hill	61	2.7%	55	2.5%	71	2.7%	74	2.8%
94108 Chinatown	70	3.1%	57	2.6%	77	2.9%	74	2.8%
94109 Polk/Russian Hill	191	8.3%	184	8.4%	206	7.8%	253	9.4%
94110 Inner Mission/Bernal Heights	170	7.4%	168	7.7%	205	7.8%	208	7.7%
94112 Ingleside/Excelsior/Outer Mission	226	9.9%	209	9.6%	266	10.1%	218	8.1%
94115 Western Addition/Japantown	95	4.1%	117	5.3%	121	4.6%	119	4.4%
94116 Parkside	80	3.5%	75	3.4%	95	3.6%	73	2.7%
94117 Haight-Ashbury	39	1.7%	37	1.7%	61	2.3%	59	2.2%
94118 Inner Richmond	39	1.7%	44	2.0%	74	2.8%	66	2.5%
94121 Outer Richmond	89	3.9%	67	3.1%	80	3.0%	102	3.8%
94122 Sunset	82	3.6%	111	5.1%	100	3.8%	118	4.4%
94124 Bayview/Hunters Point	200	8.7%	178	8.1%	226	8.6%	218	8.1%
94132 Lake Merced/Stonestown	70	3.1%	49	2.2%	52	2.0%	63	2.3%
94133 North Beach/Chinatown	110	4.8%	114	5.2%	147	5.6%	159	5.9%
94134 Visitacion Valley/Sunnydale	162	7.1%	142	6.5%	163	6.2%	144	5.4%
Others	136	5.9%	125	5.7%	150	5.7%	163	6.1%

\*\* New Applications include all applications with an application date during the six-month period (e.g., January 1 - June 30). SSI Status analysis added from March 2006 forward.



## In Home Supportive Services Six-Month Update

New Cases***	Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%
<b>Total New Cases</b>	1,174		1,258		1,476		1,630	
<b>Gender</b>								
Male	541	46.1%	567	45.1%	654	44.3%	735	45.1%
Female	633	53.9%	691	54.9%	822	55.7%	895	54.9%
<b>Delivery mode</b>								
Independent Provider	1,078	91.8%	1,203	95.6%	1,459	98.8%	1,495	91.7%
Contract	89	7.6%	53	4.2%	16	1.1%	127	7.8%
Mixed	7	0.6%	2	0.2%	1	0.1%	8	0.5%
<b>Age (in years)</b>								
0 thru 18	14	1.2%	24	1.9%	12	0.8%	27	1.7%
19 thru 64	421	35.9%	475	37.8%	578	39.2%	611	37.5%
65 thru 74	306	26.1%	288	22.9%	369	25.0%	427	26.2%
75 thru 84	326	27.8%	356	28.3%	399	27.0%	445	27.3%
85 and over	107	9.1%	115	9.1%	118	8.0%	120	7.4%
Average	68		66		67		66	
Median	71		70		69		69	
<b>Lives Alone***</b>	477	40.6%	525	41.7%	629	42.6%	699	42.9%
<b>SSI Status</b>								
SSI	842	71.7%	920	73.1%	1,098	74.4%	1,248	76.6%
Non-SSI	332	28.3%	338	26.9%	378	25.6%	382	23.4%
<b>Share of Cost</b>								
Number of Individuals	11	0.9%	14	1.1%	33	2.2%	37	2.3%
Mean Share of Cost/Individual	\$ 783		\$ 858		\$ 507		\$ 525	
Median Share of Cost/Individual	\$ 693		\$ 702		\$ 418		\$ 533	
<b>Ethnicity</b>								
Chinese	406	34.6%	446	35.5%	510	34.6%	602	36.9%
Caucasian	242	20.6%	254	20.2%	325	22.0%	329	20.2%
African American	213	18.1%	242	19.2%	255	17.3%	322	19.8%
Latin American/Hispanic	132	11.2%	145	11.5%	143	9.7%	152	9.3%
Filipino	97	8.3%	98	7.8%	135	9.1%	111	6.8%
Korean	23	2.0%	18	1.4%	41	2.8%	35	2.1%
Vietnamese	12	1.0%	8	0.6%	20	1.4%	23	1.4%
Cambodian	2	0.2%	5	0.4%	5	0.3%	1	0.1%
Other/Unknown	47	4.0%	42	3.3%	42	2.8%	55	3.4%

\*\*\* New Cases include all cases that currently have eligible or interim status and also have an application data during the six month period that begins one month prior to the report period (e.g., December 1 - May 31 for the January - June report).

## In Home Supportive Services Six-Month Update

New Cases*	Jun-10		Dec-09		Jun-09		Dec-08	
	#	%	#	%	#	%	#	%
<b>Primary Language</b>								
English	466	39.7%	501	39.8%	587	39.8%	668	41.0%
Cantonese	356	30.3%	377	30.0%	443	30.0%	539	33.1%
Russian	56	4.8%	51	4.1%	81	5.5%	69	4.2%
Spanish	103	8.8%	120	9.5%	108	7.3%	119	7.3%
Mandarin	33	2.8%	51	4.1%	48	3.3%	43	2.6%
Tagalog	92	7.8%	88	7.0%	112	7.6%	93	5.7%
Vietnamese	22	1.9%	18	1.4%	39	2.6%	29	1.8%
All Other	46	3.9%	52	4.1%	58	3.9%	70	4.3%
<b>Zip Code/Neighborhood</b>								
94102 Hayes Valley/Tenderloin/N. of Market	132	11.2%	151	12.0%	166	11.2%	191	11.7%
94103 South of Market	109	9.3%	121	9.6%	111	7.5%	160	9.8%
94107 Potrero Hill	35	3.0%	38	3.0%	41	2.8%	42	2.6%
94108 Chinatown	48	4.1%	39	3.1%	48	3.3%	59	3.6%
94109 Polk/Russian Hill	97	8.3%	100	7.9%	109	7.4%	166	10.2%
94110 Inner Mission/Bernal Heights	88	7.5%	97	7.7%	114	7.7%	96	5.9%
94112 Ingleside/Excelsior/Outer Mission	114	9.7%	139	11.0%	158	10.7%	127	7.8%
94115 Western Addition/Japantown	46	3.9%	57	4.5%	63	4.3%	80	4.9%
94116 Parkside	41	3.5%	47	3.7%	58	3.9%	47	2.9%
94118 Inner Richmond	25	2.1%	28	2.2%	45	3.0%	33	2.0%
94121 Outer Richmond	45	3.8%	36	2.9%	58	3.9%	81	5.0%
94122 Sunset	49	4.2%	60	4.8%	72	4.9%	69	4.2%
94124 Bayview/Hunters Point	85	7.2%	83	6.6%	109	7.4%	129	7.9%
94132 Lake Merced/Stonestown	33	2.8%	15	1.2%	36	2.4%	40	2.5%
94133 North Beach/Chinatown	70	6.0%	80	6.4%	96	6.5%	123	7.5%
94134 Visitacion Valley/Sunnydale	87	7.4%	83	6.6%	92	6.2%	94	5.8%
Others	70	6.0%	84	6.7%	100	6.8%	93	5.7%

## In Home Supportive Services Six-Month Update

Services for Active Caseload	Jun-10		Dec-09		Jun-09		Dec-08	
	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)	% of Active Cases	Avg Hrs Authorized (wkly)
Domestic Services	99%	0.8	99%	0.8	99%	0.8	99%	1.2
Routine Laundry	99%	1.5	99%	1.5	99%	1.5	99%	0.7
Grocery Shopping	98%	0.6	98%	0.6	98%	0.6	98%	1.6
Errands & Other Shopping	97%	0.6	97%	0.6	97%	0.6	97%	1.6
Meal Clean Up	98%	1.9	98%	1.9	97%	1.9	97%	0.5
Preparation of Meals	98%	4.5	98%	4.5	97%	4.5	97%	0.2
Accompaniment to Medical Appointment	94%	1.0	94%	1.0	94%	1.0	94%	1.0
Bathing, Oral Hygiene, Grooming	88%	2.4	88%	2.4	89%	2.4	89%	0.4
Dressing	71%	1.5	71%	1.5	71%	1.5	71%	0.7
Prosthesis Assistance	71%	0.9	71%	0.9	71%	0.9	71%	1.1
Ambulation	63%	1.9	63%	1.9	63%	1.9	62%	0.5
Moving In/Out of Bed	51%	1.4	51%	1.4	51%	1.4	51%	0.7
Bowel & Bladder Care	46%	2.5	46%	2.5	47%	2.5	46%	0.4
Repositioning/Rubbing	45%	1.8	45%	1.8	45%	1.8	44%	0.6
Feeding	23%	2.8	23%	2.8	23%	2.9	24%	0.4
Routine Bed Baths	8%	1.8	8%	1.8	8%	1.8	7%	0.5
Paramedical Services	5%	3.9	5%	3.8	4%	3.8	5%	0.3
Respiration	4%	1.2	4%	1.2	4%	1.2	4%	0.9
Protective Supervision	2%	35.8	2%	36.3	2%	36.1	2%	0.0
Menstrual Care	2%	0.6	2%	0.6	2%	0.6	2%	1.7
Accompaniment to Alternative Resources	1%	2.1	1%	2.0	1%	2.0	1%	0.5
Heavy Cleaning	0%	17.8	0%	16.7	0%	12.3	0%	0.1
Total Weekly Authorized Hours	427,656		430,737		429,649		419,750	
Average Weekly Hours per Recipient	20.1		20.2		20.2		20.2	